

**WC Docket No. 05-196
Compliance Letter
Revised 11/30/05**

**Essex Telcom, Inc
2 E 3rd Street
Sterling, IL 61081**

911 Solution

(1) What % of our subscribers are in total compliance with the *VoIP 911 Order*?

Answer: 96%

(A) 911 Routing Information/Connectivity to Wireline E911 Network

(2) A detailed statement as to whether we are transmitting all 911 calls to the appropriate answering point.

Answer: All calls are delivered as E911 calls to the appropriate SelectiveRouter based on the customer exchange. The 4% of our subscribers out of compliance are located in exchanges, which have a different jurisdiction (located in bordering areas).

(3) Why are we not transmitting all 911 calls to the correct answering point?

Answer: We are working diligently with our VoIP vendor to allow us to forward 911 calls based on a jurisdictional indicator in our database, which can be updated by the subscriber.

(4) How many Selective Routers are we connected to?

Answer: We are connected to three Selective Routers.

(B) Transmission of ANI and Registered Location Information

(5) Are we transmitting via the wireline E911 network the 911 caller's ANI and Registered Location to all answering points that are capable of receiving and processing this information?

Answer: Yes. We update database information on all customers upon initial registration and subsequent requests.

(6) How many answering points (%) within our service area are capable of receiving and processing ANI and Registered Location information?

Answer: 100%

(7) Number of subscribers (%) whose ANI and Registered Location are being transmitted to answering points that are capable of receiving and processing this information.

Answer: 100%

(8) If Not, Why?

Answer: N/A

(C) 911 Coverage

(9) Describe the areas of the country where we are in full compliance and those areas where we are not in full compliance.

Answer: We operate as a CLEC in Illinois LATA 364 and currently only provide VoIP in the following areas:

Dekalb	100% Compliant with current customers
Dixon	100% Compliant with current customers
Franklin Grove	100% Compliant with current customers
Morrison	100% Compliant with current customers
Sterling	96% Compliant with current customers
Sublette	100% Compliant with current customers

(10) Describe plans for coming into full compliance and give a timeframe.

Answer: We are working to resolve the jurisdictional based routing and should have this solved within 1-3 months.

Obtaining Initial Registered Location Information

(11) Describe all actions taken to obtain each existing subscriber's current Registered Location and each new subscriber's initial Registered Location.

Answer: We obtain a Registered Location from each subscriber as part of the service contract. All of our customers acknowledge the following disclaimer at signup by signature:

ETI considers 911 a critical service. By dialing 911, your call is routed to the local 911 Call Center. However your caller identification (name, address, and phone number [of your current location]) is not transmitted with your call. Therefore, the 911 dispatcher will only be able to route emergency based personnel to the address that is registered below. To be safe, ETI suggests that you have an emergency number affixed to your phone. Due to the portability and functionality of VoIP, ETI cannot guarantee 911 calls! Emergency 911 is a "Best Effort" service!

(12) % of subscribers from whom we have obtained a Registered Location.

Answer: 100%

(13) Provide dates and methods of contact with subscribers.

Answer: We started providing VoIP service in April 2005 and all subscribers must sign a service contract with Registered Location information. All contracts are kept on file.

Obtaining Updated Registered Location Information

(14) Describe the options we have offered our subscribers to update their

Registered Locations. Can they use their VoIP phones?
Subscribers can now call our business office during working hours.

Answer: We are in the process of establishing a 24-hour answering service that will have the ability to receive location update calls from VoIP customers.

Technical Solution for Nomadic Subscribers

- (15) Describe any technical solutions we are implementing to ensure that our subscribers have access to 911 service whenever they use their service nomadically.

Answer: We currently have software in place that will allow us to detect when our customers roam off-network or within our network (Nomadic User Detection). This will allow us to contact the customer to inform them that our system has detected that their VoIP device has moved. At that point we can reiterate our 911 policy and either update their address if they are in-network, or explain to them that they are outside of our 911 service region.